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# *Annual Report*

## **2013**



*Missouri Long Term Care Ombudsman Program*

*October 2012 – November 2013*

# *Mission*

The mission of Missouri's Long-Term Care Ombudsman Program is to improve the quality of life for residents of long-term care facilities through advocacy and education.

The goals of the program are

- To provide ombudsman services to all residents of all long-term care facilities in Missouri, including Intermediate Care Facilities for the Mentally Retarded and Veterans Administration Nursing Homes.
- To advocate for residents rights.
- To provide community education regarding long-term care facility issues.

To achieve these goals ombudsmen should

- Make sure all residents are informed of their rights as established by law.
- Strive to empower residents and/or help to resolve all complaints at the facility level through the involvement of all concerned parties.
- Work with a Regional Ombudsman Coordinator to provide suggestions for relaying non-confidential information to the community on residents' needs and concerns.

# *Organization*

The Missouri State Long-Term Care Ombudsman Program is housed in the Division of Senior and Disability Services in the Missouri Department of Health and Senior Services (DHSS).

The office of the State Long-Term Care Ombudsman (LTCO) is the highest reporting authority for the state and local ombudsman programs. The office coordinates activities among DHSS, regional ombudsmen and local ombudsmen volunteers. The State Long-Term Care Ombudsman works with advocacy groups, associations, and other interested agencies for the purpose of promoting the ombudsman program.

Missouri's ten Area Agencies on Aging administer the program on the local level by designating someone as a regional ombudsman coordinator. This coordinator may be an Area Agency on Aging staff person or a person who contracts with the area agency. Responsibilities of the coordinator include recruitment, training and supervision of volunteers.

The focus of ombudsman efforts is resident-initiated complaints, received in the strictest of confidence.

This report, covering the Federal Fiscal Year ending Sept. 30, 2013, reflects the activities of Missouri's long-term care ombudsmen in their work with the residents of long-term care homes.

# 2013

In Federal Fiscal Year 2013, the Missouri State Long-Term Care Ombudsman Program, through its regional programs, fielded 5,545 complaints, contained in 4,740 cases.

The program divides the state into 10 regions, which are managed by eight regional ombudsman coordinators. Statewide, there are 529 skilled nursing facilities (with 56,073 beds) and 622 board and care facilities (with 22,254 beds).

Volunteer ombudsmen are trained to be advocates for the residents of these facilities. Volunteers are assigned to homes and visit regularly, getting to know the residents. As volunteer ombudsmen discover problems and issues that concern residents, they help residents come to a satisfactory resolution of the problems.

In Federal Fiscal Year 2013, Missouri had 231 volunteer ombudsmen, up slightly from the previous year. Volunteer recruitment continues to be a vital part of the program, as volunteers retire from the field or otherwise depart the program. Over 23,400 volunteer hours were given by these ombudsmen. In addition, 15.75 paid staff (full-time equivalents) worked in the local offices and 4.5 FTE worked in the state office in Jefferson City.

*What is your most important role as an ombudsman?*

“To present a respectful smiling, familiar face so that the residents know you will spend some time with them, listen to them and provide encouragement and help if needed.”

*--Ombudsman Volunteer*

*“Resolving issues and making sure the residents are aware of their rights. Encourage them to speak up.”*

*“To be there for the residents, helping them in any way possible.”*

*“I enjoy doing this and count it a privilege.”*

*“It’s a valuable use of my time. My husband’s farewell greeting is always ‘make someone happy today.’ My reply is ‘That’s easy.’”*

## *Why are you an ombudsman?*

“ I enjoy the response of the residents when I go into the facility, and I am there to advocate for them and even to lower the stress level of staff when concerns come up. ”

*--Ombudsman Volunteer*

“The residents all need someone on their side. Some have no relatives or friend to speak for them or listen to them.”



## *What keeps you motivated?*

“ Getting to visit with the residents and seeing the happy look on their faces when someone cares about them. I’m blessed with each visit. ”

*--Ombudsman Volunteer*

“Knowing that some good comes out of my visits. Some of the residents just need visits and are so glad to see you.”

# Complaints

In Federal Fiscal Year 2013, the categories of complaints recorded by the Missouri State Long-Term Care Ombudsman Program proved to be very similar to previous years. The leading complaint category was “Failure to respond to requests for assistance,” representing 377 complaints, or 8 percent of the total complaints. The following chart shows the complete top 10 nursing home complaints for the year.

## *Nursing Homes*

Rank	Complaint Category Description	Number of Complaints	%
1	Failure to respond to requests for assistance	377	8%
2	Food service – quality, quantity, variation, choice	317	6.7%
3	Exercise preference or choice; civil/ religious rights; right to smoke	233	4.9%
4	Medications – administration, organization	229	4.8%
5	Dignity, respect – staff attitudes	217	4.6%
6	Symptoms unattended, including pain; pain not managed; no notice regarding change in condition	186	3.9%
7	Social services – availability, appropriateness	185	3.9%
8	Resident conflict, including roommate	173	3.7%
9	Personal hygiene, including nail care and oral care; adequacy of dressing and cleaning	158	3.3%
10	Personal property lost, stolen, used by others; property destroyed or withheld	157	3.3%

Total complaints, Nursing Homes = 4,713

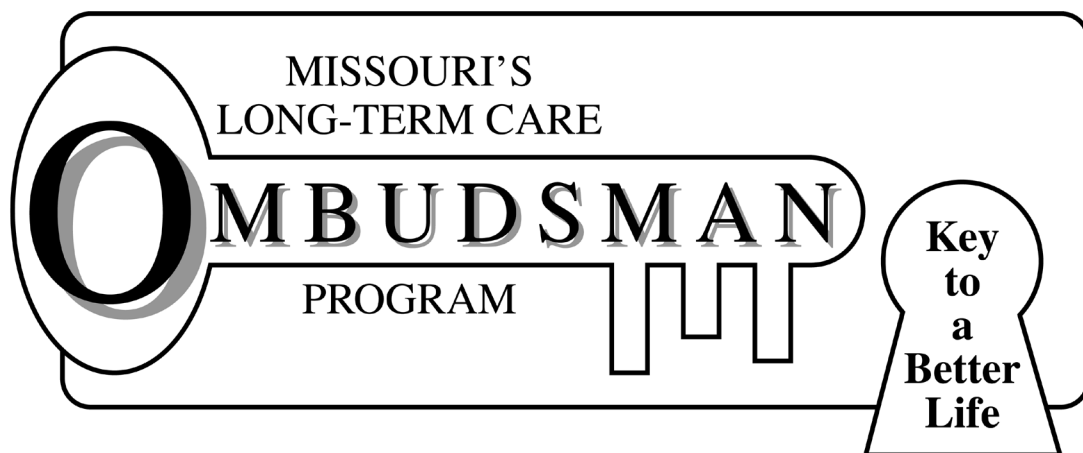
## *Board and Care Facilities*

As with the skilled care facilities, the complaint categories were largely unchanged from previous years. The leading complaint in board and care homes was reported to be a tie between complaints over food service and complaints over legal issues, including guardianships, powers of attorney, and wills. There were 29 complaints in each of these categories, representing 8 percent of the total complaints. The following chart shows the top 10 complaints for the year in board and care facilities. In comparison to nursing homes, board and care facility complaints make up a far fewer proportion of complaints received by ombudsmen.

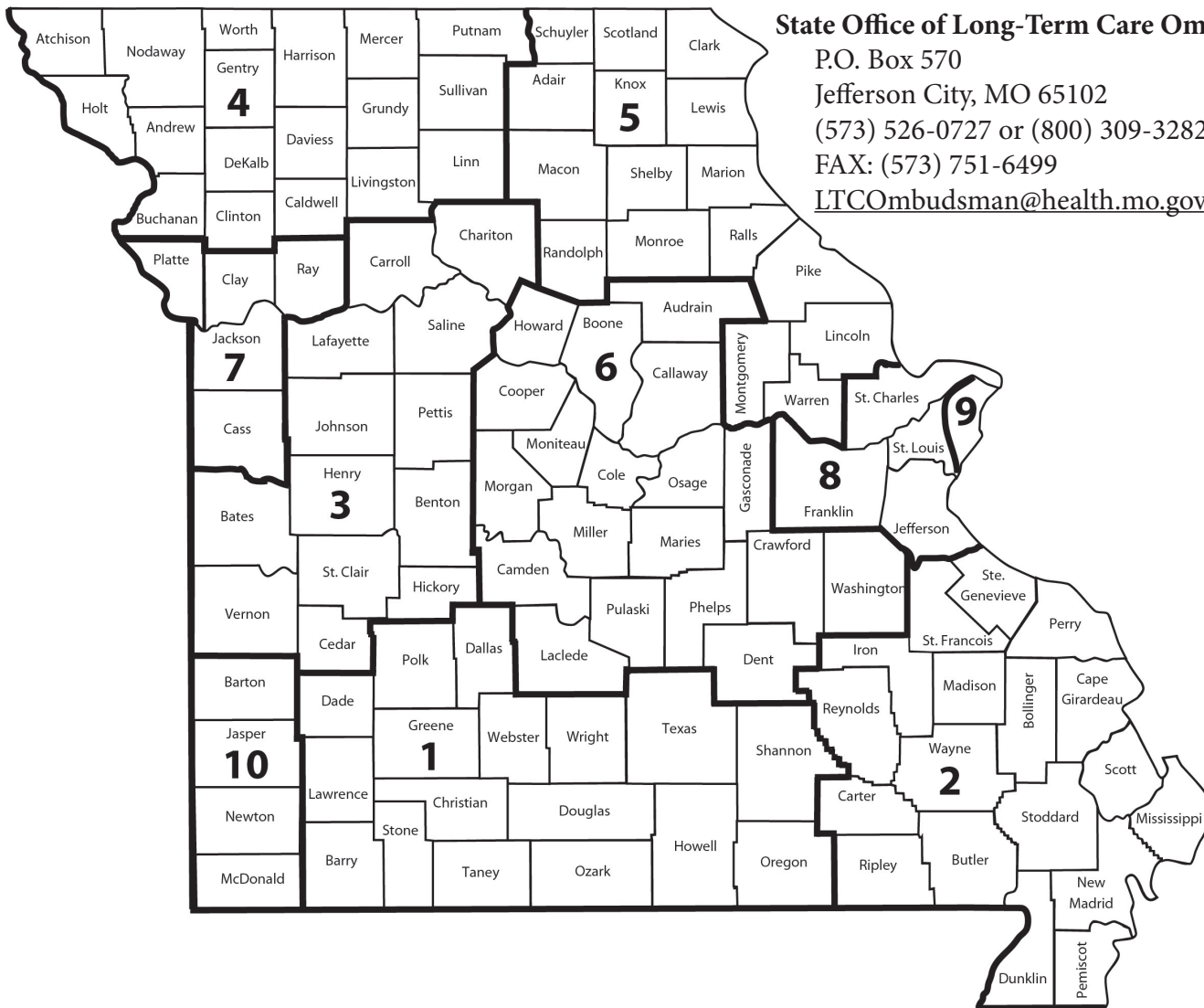
Rank	Complaint Category Description	Number of Complaints	%
1	<ul style="list-style-type: none"> <li>Food service - quantity, quality, choice, variation</li> <li>Legal - guardianship, conservatorship, power of attorney, wills</li> </ul>	29 29	8%
2	<ul style="list-style-type: none"> <li>Discharge/eviction - planning, notice, etc.</li> <li>Dignity, respect - staff attitudes</li> <li>Exercise preference/choice, civil/religious rights, right to smoke</li> </ul>	23 23 23	6.4%
3	<ul style="list-style-type: none"> <li>Medications - administration, organization</li> </ul>	21	5.8%
4	<ul style="list-style-type: none"> <li>Personal property lost, stolen, used by others, destroyed withheld</li> </ul>	15	4%
5	<ul style="list-style-type: none"> <li>Personal funds - mismanaged, access denied, deposits not returned</li> </ul>	13	3.6%

Total complaints, Board and Care Facilities = 361

The Missouri Long-Term Care Ombudsman Program anticipates further strengthening of the program through its network of regional coordinators. Volunteers form the backbone of our organization, and we are always seeking strong, caring, and giving individuals to join our team. If you are interested in sharing some of your time with residents of long-term care facilities in our state, we encourage you to contact an ombudsman coordinator in your region (see map for regions and contact information) to volunteer.



# Missouri Long-Term Care Ombudsman Program



## State Office of Long-Term Care Ombudsman

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FAX: (573) 751-6499

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- 1/10. **Council of Churches of the Ozarks**  
627 N. Glenstone  
P.O. Box 3947 G.S.  
Springfield, MO 65808  
(417) 862-3598 FAX: (417) 862-2129  
[www.ccozarks.org](http://www.ccozarks.org)
2. **Aging Matters**  
1219 N. Kingshighway, Suite 100  
Cape Girardeau, MO 63701  
(573) 335-3331 or (800) 392-8771  
FAX: (573) 335-3017  
[www.agingmatters2u.com](http://www.agingmatters2u.com)
3. **Care Connection for Aging Services**  
106 W. Young St., P.O. Box 1078  
Warrensburg, MO 64093  
(660) 747-3107 or (800) 748-7826  
FAX: (660) 747-3100  
[www.goaging.org](http://www.goaging.org)
4. **Northwest MO Area Agency on Aging**  
Ombudsman Program  
607 A Lana Drive, P.O. Box 185  
Cameron, MO 64429  
(816) 749-0034 or (888) 844-5626  
FAX: (816) 749-0034  
[www.nwmoaaa.org](http://www.nwmoaaa.org)
- 5/9. **VOYCE (NEMO and City of St. Louis)**  
8702 Manchester Road  
Brentwood, MO 63144  
(866) 918-8222 FAX: (314) 918-9188  
[www.voycectl.org](http://www.voycectl.org)
6. **Central MO Area Agency on Aging**  
1121 Business Loop 70 E. Suite 2A  
Columbia, MO 65201  
(573) 443-5823 FAX: (573) 875-8907  
[www.cmaaa.net](http://www.cmaaa.net)
7. **Mid-America Regional Council**  
600 Broadway, Suite 200  
Kansas City, MO 64105-1536  
(816) 474-4240 FAX: (816) 421-7758  
[www.marc.org](http://www.marc.org)
8. **VOYCE (Mid-East Area Agency on Aging)**  
8702 Manchester Road  
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